



Chris Day Elected as New Chair of the NOA

The National Outsourcing Association Announces its Management Council and Phoenix Group's Chris Day as its new Chair

Chris Day, Head of Outsource Management at The Phoenix Group, has been chosen as the new Chair of the National Outsourcing Association (NOA).

A member of the NOA Council, Chris was elected by other Council members to fill the position. The NOA has also announced its Management Council, which comprises of Chris himself, Tom Quigley (Capita), Paul O'Hare (Kemp Little) and Martyn Hart (Founder and Director of the NOA).

Chris Day's new responsibilities as Chair will include:

- Acting as a figurehead for the organisation, raising the profile of the outsourcing industry through public speaking and thought leadership
- Leading the NOA's Management Council to assist with the governance of NOA activities
- Steering NOA Council members in the delivery of their outsourcing manifestos

The NOA Council was elected in February by the NOA's membership base, off the back of proposed manifestos in which the individuals outlined their objectives and visions for outsourcing in 2015.

In his manifesto, titled "How to achieve sustainable 'win-win' agreements", Chris Day proposes that outsourcing-buyers should focus on creating robust and sustainable buyer-supplier relationships that will reduce the risk of future outsourcing failures. In collaboration with the NOA, he will conduct in-depth research in order to deliver best practice guides for outsourcing.

Chris will also assist other Council members with the delivery of their manifestos, such as:

- 'Preparing Outsourcing plc for Robotic Process Automation'
- Andrew Burgess, Director, **Source**
- 'Creating Value through Transparency'
- Jim Hemmington, Head of Procurement, **BBC**
- 'The Impact of Cloud on IT Outsourcing'
- Glen Bertram, Partner, **IBM Global Services**

Kerry Hallard, CEO of the NOA, will be working with Chris during his time as Chair. She commented: "I am delighted to be working alongside Chris Day; his assistance as Chair should prove invaluable in the NOA's aims to improve and professionalise the outsourcing industry.

"I would also like to thank the outgoing Chair, Lauren Tennant, for all of the hard work she put in during her time occupying the role."

To find out more about the NOA Council, visit the '[NOA Council Members](#)' page on the NOA website.

Note to editors:

About the NOA

The National Outsourcing Association (NOA) is the leading association serving both the outsourcing professional and the global outsourcing industry. Our vision is to grow the size and positive reputation of the outsourcing industry. Our mission is to be both the home and global ambassador of world class outsourcing. www.noa.co.uk

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